

JOB TITLE: Befriending Administration Assistant

RESPONSIBLE TO: Befriending Coordinator

HOURS OF WORK: 7 hours per week

SALARY £11.44 per hour

LOCATION: Age UK BRWF
51 Windsor St, Bromsgrove B60 2BJ

BACKGROUND TO THE ROLE

- Age UK Bromsgrove, Redditch and Wyre Forest (Age UK BRWF) is a registered charity providing services for the benefit of people aged 50+ living in North Worcestershire. It is a local, independent, non-profit organisation governed by a Board of Trustees.
- One of the charity's core aims is to help combat loneliness and isolation, with its Befriending service being key to supporting this aim. The service is based on friendship, with volunteers regularly visiting a person in their home and/ or calling them, helping people to maintain (and hopefully develop) those all-important social connections. It is a free service and it is not 'time limited'
- The service (including the Befriending Administration Support role) is currently funded up until June 2026 due to a grant from the National Lottery's Reaching Communities Fund

MAIN PURPOSE OF THE JOB:

- a. To provide administrative support to the Befriending Coordinator as appropriate and agreed
- b. To assist in the efficient administration and reporting of the Age UK BRWF Befriending service

1. KEY AREAS AND MAIN TASKS OF THE JOB

- a. Support the administration and management of referrals to the service, i.e.:
 - Once a referral has been received, contact the client for additional information and to determine if a weekly call is required or face to face visit preferred. Once verified, pass on referral to the Coordinator who will arrange a volunteer to make a weekly call or to arrange a home visit by the Coordinator
 - Once a referral has been processed by the Coordinator, contact the client with the service information (e.g. which volunteer will start calling and from when, provide details of home visits)
 - Support the creation of Charity Log records for completed referrals and help ensure client records are kept accurate and up to date
 - Support with ongoing client contacts and service updates

- b. Support the effective administration of service volunteers, i.e.:
 - Verifying new Befriending Volunteer Application Forms before they are forward to the Coordinator
 - Processing of Volunteer Applications once forms have been received from Coordinator (including obtaining references and initiating the first step of the DBS process)
 - Support the creation of Charity Log records for service volunteers and help ensure that these records are kept accurate and up to date
- c. Support the Coordinator with service monitoring and reporting, e.g.
 - Supporting regular service reviews with clients and the completion of client and volunteer satisfaction surveys
 - Supporting the recording of service feedback from clients and volunteers
 - Supporting the collation of service measures

2. PERSON SPECIFICATION

- A positive and mature attitude and an awareness of the needs of older people
- Respectful of confidentiality
- A good standard of numeracy and literacy
- Good IT skills
- Good customer service skills, including listening, communication and empathy
- Able to work confidently on own initiative and know when to seek help and support

3. OTHER INFORMATION

- Age UK Bromsgrove, Redditch and Wyre Forest is committed to equal opportunities, principles and practice
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Bromsgrove, Redditch and Wyre Forest set out in the overall strategic plan of the organisation
- All staff must work within the policies and guidelines adopted by the organisation (see Staff Handbook)
- All staff will participate in the supervision and appraisal systems adopted by the organisation
- Age UK Bromsgrove, Redditch and Wyre Forest is committed to staff and organisational development, we will identify training needs and will expect and encourage the involvement of all staff in meeting them appropriately

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.